

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/815,534	)	Confirmation No.:	3473
		)		
Applicant:	KIEFHABER et al.	)	TC/A.U.	2609
		)		
Filed:	March 31, 2004	)	Examiner:	NGUYEN, K.
		)		
Docket No.:	4366-140	)		
		)		
For:	CONTACT CENTER AND	)		
	METHOD FOR TRACKING AND	)		
	ACTING ON ACTING ON	)		
	ONE AND DONE CUSTOMER	)		
	CONTACTS	)		
	(As Amended)	)		

**AMENDMENT AFTER FINAL**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment After Final to address the final Office Action having a mailing date of January 28, 2008. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 10 of this paper.